



2007 ANNUAL REPORT

**Governor's State
Rehabilitation Council**

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*Front row, left to right:
Don Price, Kenneth
Jacuzzi, Paula Seanez,
Wendy Dewey, Mary
Boegemann, Valerie
Lintz, John Gutierrez,
Erika Fillman*

*Back row, left to right:
William Downey, Michael
Duncan, Gretchen Evans,
Alan Strauss, Katharine
Levandowsky, April Reed,
David Hirsch, Wendy Collison,
and Jenny Nordine*



MISSION AND RESPONSIBILITIES OF THE COUNCIL

The Governor's State Rehabilitation Council mission also encompasses the Council's vision, operating principles and goals:

Mission

Serving all citizens of Arizona the mission of the Arizona Governors State Rehabilitation Council is to advise, evaluate and partner with the public vocational rehabilitation program in support of improving access to employment and promoting a diverse workforce statewide.

Vision

The Arizona Governors State Rehabilitation Council envisions a statewide workforce that values disability and diversity, and is committed to full participation of its citizens.

Operating Principles

- Serve as an ally to the public Vocational Rehabilitation Program in structuring and conducting business in ways that reflect the social, political, historical and economical experiences of disability.
- Collaborate with state and other non-government agencies to promote meaningful and sustainable employment for everyone.
- Foster a broad definition of diversity that honors and appreciates disability alongside race, ethnicity, gender, sexual orientation and religion as an integral part of human experience.
- Promote disability discourse, awareness and involvement; honor disability culture and pride.

Goals

- Advise the Vocational Rehabilitation Program in the development, implementation, evaluation and review of innovative rehabilitation services and programs.
- Support the development of public policy that improves opportunity for full participation for all citizens in the economic life of Arizona.
- Engage business and industry statewide in the creation of inclusive environments guided by the principles of universal design.
- Increase access and employment opportunities for people with disabilities through collaboration with outside agencies, councils and community partners.
- Strengthen the VR Program through collaboration on the development of human resource infrastructure.

The Governor's State Rehabilitation Council functions as defined in the Title I, Part A, Section 105 of the Federal Rehabilitation Act are as follows:

Review, analyze and advise the Arizona Rehabilitation Services Administration (RSA) regarding the performance of its responsibilities, particularly those related to eligibility (including order of selection); the extent, scope and effectiveness of services provided; and the functions performed by State agencies that affect the ability of individuals with disabilities in achieving employment outcomes under Vocational Rehabilitation (VR) services.

Partner with RSA to develop, review and agree to State goals and priorities in accordance with the VR State Plan. The Council and RSA evaluate the effectiveness of the VR program and submits reports of progress to the RSA Commissioner.

Advise the RSA on activities authorized to be carried out under the Vocational Rehabilitation State Plan. Assist in the preparation of the VR State Plan, and Amendments to the plan, applications, reports, Needs Assessments, and evaluations.

Conduct a review and analysis of the effectiveness of Vocational Rehabilitation services and consumer satisfaction regarding functions performed, VR services provided, and employment outcomes achieved.

Prepare and submit an Annual Report to the Governor and the Federal U.S. Department of Education Commissioner of RSA on the status of Vocational Rehabilitation programs operated with the State of Arizona.

Coordinate activities with other disability related Councils with the State of Arizona. Establish working relationships between RSA, the Statewide Independent Living Council, and Arizona Centers for Independent Living.

Perform other functions consistent with VR services deemed appropriate by the Council.



*Alan Strauss,
Council Chair*

*Jenny Nordine
Council Vice-Chair*

*Katharine Levandowsky,
RSA Administrator*

A MESSAGE FROM THE SRC CHAIR



On behalf of the Governors State Rehabilitation Council (SRC), I am honored to present the 2006-2007 Annual Report. Last year the council engaged in a process to redefine its mission, vision and goals to be more aligned with national trends in rehabilitation as well as with the disability community. The council created a mission that framed disability within social, political, economical, and historical constructs. This year, we have worked hard to create new subcommittees as well as a strategic plan that defines goals, objectives and activities in support of our new mission.

The SRC was fortunate to have faculty from the Pac-West Rehabilitation Continuing Education Program at San Diego State University (formerly known as the Region IX RCEP) come to Arizona and assist us in the development of our strategic plan. Following our two day annual planning meeting, feedback received from the RCEP faculty indicated that the Arizona Governors State Rehabilitation Council is poised to become a national leader in its vision, direction and partnership with the State Vocational Rehabilitation Program.

Once again, this has been a year of transition for both RSA and the SRC. With new leadership and restructuring in both areas, we continue to consider ways to increase our collaboration and support each others distinctive work. To further this objective, Arizona RSA and the SRC have actively engaged with other states through the National Council of State Administrators of Vocational Rehabilitation (CSAVR), as well as the newly formed National Coalition of State Rehabilitation Councils (NCSRC).

As my term as chair comes to a close, I am extremely proud of the State Rehabilitation Council. The hard work and dedication of council members and staff continues to increase. We would not be looked to as a leading council without the skills and talents of each individual member. It is my hope that over the next year, our council will increase in size, and that our work will guide us closer to realizing a statewide workforce that values disability and diversity, and is committed to full participation of its citizens.

Alan Strauss, Chair
Arizona Governor's State Rehabilitation Council

A handwritten signature in black ink, appearing to read 'Alan Strauss', with a large, stylized flourish at the end.

A MESSAGE FROM THE RSA ADMINISTRATOR



Dear Colleagues:

The Arizona Rehabilitation Services Administration (Arizona RSA) and the Governor's State Rehabilitation Council (SRC) are pleased to provide you with the 2007 SRC Annual Report. Our report covers the year that ended June 30, 2007. The SRC and the staff of the Arizona RSA are proud of the accomplishments reflected herein.

The Arizona RSA relies on the SRC to be its eyes and ears in the community. Often one of the SRC members will reflect back some comments heard during the usual course of their life and business. Those comments may help us to solve a problem or change policy. The SRC also can provide valuable information and education to the public about Arizona RSA. Whether it is a parent of a child with a disability, an individual with a disability, a state legislator, a service provider, or a community advocate; making connections and offering information extends Arizona RSA's reach into the communities it serves.

The SRC and Arizona RSA believe in the power of partnerships. This is reflected in the composition of the SRC that includes customers of Arizona RSA, providers, advocates, workforce, former RSA clients, and business people. Through partnerships we are able to extend the reach and the resources of the agency to serve more people in Arizona. We have partnerships with Arizona Workforce Centers, Department of Behavioral Health, Department of Education, Institutions of Higher Education (IHE) and the Division of Developmental Disabilities. It takes a community partnering with Arizona RSA to bring people the services they need to become successfully employed.

It has been a wonderful year of change and opportunities for growth. We look forward to a new year of recognizing the abilities, and creating possibilities, for those we serve.

Katharine M. Levandowsky
Administrator
Rehabilitation Services Administration

SRC INPUT AND RECOMMENDATIONS TO THE VR STATE PLAN

2007-2008

1. SRC recommends that AZRSA clarify during initial client contact that the goal of the Vocational Rehabilitation Program (VR) is employment and clearly indicates the ramifications related to accepting services and the potential impact on an individual's benefits.
2. SRC recommends that AZRSA improve and expand marketing and outreach of the Vocational Rehabilitation Program.
3. SRC recommends AZRSA should review and analyze the Arizona Triennial Statewide Needs Assessment (SNAP) data to address service gaps, service delivery patterns and make necessary changes to meet the needs of unmet and underserved individuals with disabilities statewide.
4. SRC recommends AZRSA assist schools (Kindergarten through grade 12 and higher education), One-Stops, employers and other access points, to improve disability awareness, needed accommodations and self advocacy skills.
5. SRC recommends AZRSA develop and implement a mechanism to ensure that supervisors continue ongoing staff training regarding quality customer service.
6. SRC recommends AZRSA facilitate improved communication between VR counselors and service providers.
7. SRC recommends AZRSA develop strategies to streamline the VR Program orientation process.
8. SRC recommends AZRSA pursue the continuous monitoring and improvements outlined in the Federal Corrective Action Plan.
9. SRC strongly recommends AZRSA continue collaborative efforts regarding the provision of services to transitioning youth in order to refine and expand service delivery options as it relates to the VR Program and the Department of Education policy/procedures. This should include BIA funded schools, charter schools and any other applicable entities.
10. SRC recommends AZRSA continue to re-evaluate the effectiveness of its Establishment Grant process including criteria of awarding, sustainability, and evaluation of the results.
11. SRC recommends AZRSA conduct and share results of the Client Satisfaction Survey, focus groups and public hearings statewide with SRC, VR counselors and supervisors to further enhance and expand program options and quality of services.

12. SRC recommends AZRSA continue its efforts to increase employee satisfaction and reduce staff turnover.
13. SRC recommends AZRSA evaluate implementation of Performance Based Contracting to determine the impact it has on system outcomes in comparison to current contracting methodology.
14. SRC recommends AZRSA ensure that Federal Standards and Indicators related to employment outcomes are passed per federal guidelines.



THE COUNCIL IN ACTION

Public Policy Project Team

The mission of the Public Policy Project Team is to significantly increase SRC's involvement in public policy development related to the needs of individuals with disabilities who are seeking employment in Arizona. The major goals of this team are to advocate for priority legislative issues, to ensure that the Arizona Department of Economic Security Director and the Governor's Office are aware of SRC's roles and priorities, and to educate the Arizona Legislators about issues that are important to individuals with disabilities.

Marketing & Outreach Project Team

The Marketing & Outreach Project Team provides outreach and education to consumers, employers and the public about services provided by the Arizona Vocational Rehabilitation Program. In addition, this team collaborates with other disability related councils with regard to the focus of resources and energies to address issues affecting the disability community.

Program Planning & Evaluation Project Team

The mission of the Program Planning and Evaluation Project Team is the evaluation and monitoring of the effectiveness of the Arizona Vocational Rehabilitation Program. To accomplish this mission, the team works closely with the Arizona Rehabilitation Services Administration in reviewing customer satisfaction results, acquiring public input via public forums and surveys, and reviewing the VR Program performance on the Federal Standards and Indicators.

Membership & Nominating Committee

The Membership & Nominating Committee seeks to recruit new members from the community who will represent, and be representative of, individuals with disabilities, specific disability groups, business and labor, rehabilitation program providers, disability advocates, the Statewide Independent Living Council, the State Workforce Investment Board, and American Indian Rehabilitation Programs. The Council accepts nominations at any time throughout the year when vacancies occur and submits candidates to the Governor, who makes the final appointment of members to SRC.



Dr. William Downey

*Bertha Villegas-Kinney
Deputy Administrator*

*Dr. Alan Strauss,
SRC Chair*



THE SRC STRATEGIC PLAN FOR THE STATE FISCAL YEAR 2007

1. Evaluate the effectiveness of the Vocational Rehabilitation Program (VR).

A. Public input

- Design consumer feedback instrument.
- Obtain and review data regarding the total number of individuals with disabilities served by VR and how the determination is made as to which disabilities fit into each of the disability categories.

B. Case Reviews

- Review Federal Corrective Action Plan and ARSA response.
- Review plan for case review and request updates on progress.

C. Counselor effectiveness

- Request summative counselor performance data 2004-2005.
- Select criteria and request information on evaluation and effectiveness of Tech Offices.

D. Order of Selection (OOS)

- Request update on OOS.

E. Review and advise ARSA on Transition programs and services.

F. Review ARSA efforts to track the effectiveness of the Establishment Grant Process.

2. Review Rehabilitation Services Administration's (RSA) Vision, Mission, and Operating Principles.

A. Review and make recommendations on Client Satisfaction Survey.

B. Request and review progress of ARSA public recognition efforts.

C. Review and make recommendations on Employee Satisfaction Survey.

D. Review and make recommendations on ARSA's efforts towards leadership development.

E. Review and make recommendations on the Comprehensive System of Personnel Development (CSPD).

F. Track progress of ARSA Provider contract monitoring.

3. Provide input into the VR State Plan including specific recommendations on unmet needs and underserved populations including strategies related to VR's performance on the Federal Performance Standards and Indicators.

- A. Request presentation and review of the VR State Plan and yearly attachments.
- B. Request presentation and review of the Federal Standards and Indicators quarterly.

4. Become informed about current Arizona and Federal legislation and its implementation that has the potential to impact individuals with disabilities and make recommendations to the Governor, Arizona Department of Economic Security and Arizona Rehabilitation Services Administration.

- A. In conjunction with the Full SRC, work with the Governor to advocate and educate State and Federal legislators on agreed upon issues.
 - Develop list of legislative issues.
 - Develop a plan for advocating to the Governor and educating legislators which includes partnering with other organizations for increased effectiveness.
 - Implement plan.
 - Participate as attendees at the Arizona Disability Advocacy Coalition legislative training session in January, 2007.

5. Increase employer awareness of the Vocational Rehabilitation Program services.

- A. Continue to distribute the “Open the Door” brochure to employers.
- B. Members of the team will make a minimum of one presentation per month (12 per year) to employers, human resource professionals, business associations, and government agencies/municipalities.
- C. Continue to partner with employers and the Employers Disability Resource Network (EDRN).
- D. Develop and market public interest success stories for the media.
 - Update SRC website to link to related websites such as: Disability Expo, provider websites, other councils outside of RSA, and University Disability Resources offices statewide.
 - Invite the Arizona Department of Economic Security Media Relations staff to SRC Full Council to present on functions of their office and to discuss strategy regarding development and publishing of VR success stories.
- E. Council members will make efforts to identify VR success stories.

6. Improve knowledge and availability of VR services to individuals with disabilities.

- A. Provide recommendations to RSA regarding marketing/outreach to school districts about the VR Program and services.
- B. Market to hospitals and medical rehabilitation facilities.
 - Collaborate with RSA to update VR Economic Independence brochure.
 - Distribute completed brochure statewide.
- C. Coordinate and edit SRC Annual Report.
 - Establish work group.
 - Explore outside funding in order to publish SRC Annual Report.

7. Continue collaboration efforts with other disability related councils.

- A. Continue to identify potential collaboration issues.
- B. Develop ongoing communication with other councils to exchange information and action plans.



COUNCIL MEMBERS 2007

Katharine M. Levandowsky,

Administrator

Arizona Rehabilitation Services Administration
VR State Agency, ex-officio
Term: No Limit City: Phoenix

Mary Boegemann

Disability Advocacy Representative
Term: 2005-2008 City: Tucson

Wendy Collison

Specific Disability Group Representative
Term: 2002-2008 City: Mesa

Wendy Dewey

Disability Advocacy Representative
Term: 2004-2008 City: Tucson

William Downey

Specific Disability Representative
Term: 2005-2008 City: Tucson

Michael Duncan

Disability Advocacy Representative
Term: 2006-2009 City: Phoenix

Gretchen Evans

Community Rehabilitation Program
Service Provider Representative
Term: 2006-2008 City: Phoenix

Erika Fillman

Vocational Rehabilitation Counselor Representative
Term: 2005-2008 City: Tucson

John Gutierrez

Client Assistance Program Representative
Term: 2006-2009 City: Phoenix

David L. Hirsch

Specific Disability Group Representative
Term: 2006-2008 City: Flagstaff

Ken Jacuzzi

Statewide Independent Living
Council Representative
Term: 2005-2008 City: Phoenix

Christina Jasberg

Specific Disability Representative
Term: 2006-2008 City: Tucson

Suzanne Lawder

State Workforce Investment Board
Representative
Term: 2003-2007 City: Tucson

Valerie Lintz

Specific Disability Representative
Term: 2003-2009 City: Phoenix

Jennifer Nordine

Vice Chair, Business/Industry/Labor Representative
Term: 2002-2007 City: Phoenix

Donald P. Price

Current/Former Recipient of VR
Services Representative
Term: 2005-2008 City: Tempe

April Reed

Specific Disability Representative
Term: 2005-2008 City: Buckeye

Paula Seanez

121 Project Director's Representative
Term: 2002-2007 City: Window Rock

Michael G. Strait

Specific Disability Groups Representative
Term: 2006-2008 City: Sierra Vista

Charlie Thomas

Business/Industry/Labor Representative
Term: 2001-2006 City: Phoenix

Council Support

Carolyn Maciel, Council Liaison

VR RECOGNIZING SUCCESS



Sherman Charley is a 57 year old Navajo American Indian who is blind in one eye related to a gun shot wound, has diabetes and severe arthritis that affects his arms, legs and back. Sherman was advised not to work and was receiving Social Security Disability Income (SSDI). His son, who also has a disability, went through the City of Phoenix Clear Path Program and Tribal Outreach Project through the Rehabilitation Services Administration (RSA) Vocational Rehabilitation (VR) Program and became successfully employed. He encouraged Sherman to participate in the program as well. Sherman had worked as a mechanic all of his life and wanted to return to work. He knew he could not work as a mechanic any longer because of his physical condition and limitations, but believed he could work in some capacity.

He was referred to Paula Pickering, Vocational Rehabilitation Program Representative, who works for RSA/VR and is assigned to work with the City of Phoenix Clear Path program. Sherman obtained a Release to Work from his doctor. Various occupations were explored with Sherman that would not worsen his condition, but would allow him to continue to use his past work experience and skills. He was placed in a customized internship at Veolia Transportation (a contractor of the Phoenix Public Transit Department) as a parts person. His “mentor,” Dave Mancell was made aware of the accommodations he needed. Clear Path, VR and Veolia staff were able to customize and restructure the 160 hour part-time internship to enable him to perform the essential functions and required duties of the job. Sherman needed to have a valid driver’s license to qualify for a permanent job in that position but he could not get his license because of unpaid fines. All parties worked together with him and the court system to arrange for a payment plan to enable him to obtain his license. Sherman also participated in Clear Path’s “Employee Excellence” classes weekly to help him improve his self esteem and other work related skills. At the end of his internship, Sherman was hired by Veolia Transportation thanks to his demonstrated hard work and the assistance of his mentor who really pushed to bring Sherman on board as an employee after he saw Sherman’s strong work ethic and dedication. He was hired on November 6, 2006 and remains employed today.

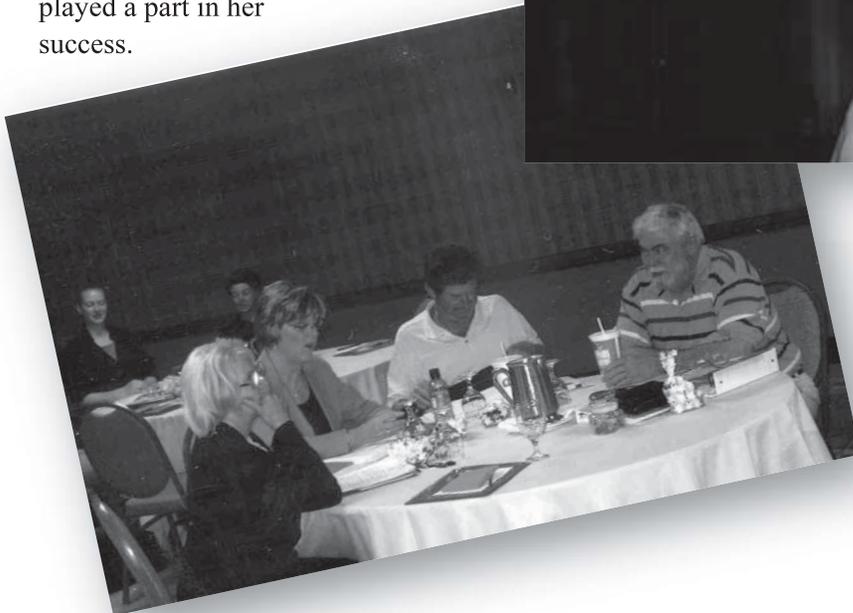
His starting wages were just under \$9.00 per hour but he is now earning over \$11.00 per hour, full time with full benefits. He also stated he often works overtime and has received a raise every 6 months. He works the evening shift so he is able to watch his two 16 month old great-great granddaughters, while their mother attends school. Sherman stated he is “very pleased and thankful” for the assistance he has received. He is now looking to buy a house for himself and his son to live in. Sherman’s determination and good spirit paid off; he is very happy to be self-sufficient.

VR RECOGNIZING SUCCESS

Roger Fair began working with the Rehabilitation Services Administration's Vocational Rehabilitation (VR) Program after he was referred in August, 2006. Roger's career was in audio visual communications and he had earned a Bachelors Degree in Cinema/ Film-making in 1975 from Ohio State University. He worked in the field in various capacities until he had a stroke in 1988, and again in 1997. The stroke in 1988 was mild and he recovered fairly well, with some residual right side weakness. He went right back to work. His second stroke in 1997 left him with right side hemiplegia, his left arm contracted, and severe aphasia/dysarthria. His speech did improve somewhat with speech therapy through the Veteran's Administration, however, he can be difficult to understand at times, particularly on the phone. He has a winning personality and is very patient when asked to repeat things several times. He often laughs at length with his VR Counselor, when she misinterprets what she thought he said. Roger wanted to use his past skills on a job, which he hadn't used since his second stroke. Although he was 63 years old at the time of his VR application, he still felt he had a lot of skills and wanted to be productive in what he loved to do. VR succeeded in getting him into an internship with Channel 11 as a Film Editor. As the job required computer involvement, his VR Counselor researched the coursework he needed and sent him to a class at Scottsdale Community College and provided a tutor for him for the lab work since the coursework was difficult and fairly advanced. In addition he had a speech evaluation to determine if Assistive Technology could help his speech. Speech enhancement was recommended and VR is working on identifying the proper AT device for his needs. Roger was hired by Channel 11 after his three month internship as a free-lance film editor. His drive, determination, and wonderful sense of humor have inspired all who have had the privilege to work with him. Roger summed up his VR experience by stating, "I cannot begin to tell you how humbly excited and extremely beholden to RSA for making all this possible. I am ELATED!!!"

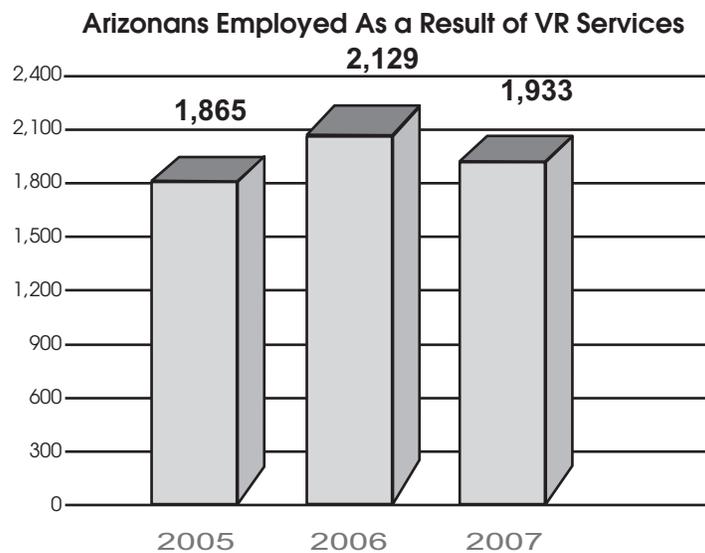


Melodi King applied for the Vocational Rehabilitation Program (VR) services in March 2005, and was found eligible based on her cerebral palsy condition. She has no right-hand function and weakness on her entire right side, with related side and back pain and fatigue. Melodi reported that she relied on her roommate for simple tasks such as opening jar lids, but had learned to type with one hand at 60 wpm. However, Melodi reported she was worried about her overall strength and was concerned about her future. While Meloni attended the University of Arizona, she used the cart service to get around campus, but avoided other accommodations as she valued her independence. She was an avid bike rider, and participated in the November 2006 “El Tour De Tucson,” a 100 mile city ride. Melodi wanted to become a Chemical Engineer, and VR provided the following services to assist her in reaching her goal: college tuition; an assistive technology (AT) evaluation; numerous AT items including adaptive software featuring Dragon Naturally Speaking, related lessons, and various independent living aids for her home. Melodi was assured that VR would also assist her in locating a suitable job after graduation as well as providing a follow-up worksite evaluation and related items, if needed. Melodi secured her own job with Merck in Pennsylvania, graduated from the University of Arizona with honors, and began working with Merck on July 2, 2007. Melodi self-advocated for herself as needed, and Merck has proven happy to provide whatever accommodations she requested for the job without VR intervention. Melodi has reported that she loves the work and her employers appear to be equally pleased with her. Melodi is earning an excellent salary, received an additional \$5000 hiring bonus, and receives generous benefits. VR will be able to close this accomplished young lady as “successfully rehabilitated” and is proud to have played a part in her success.

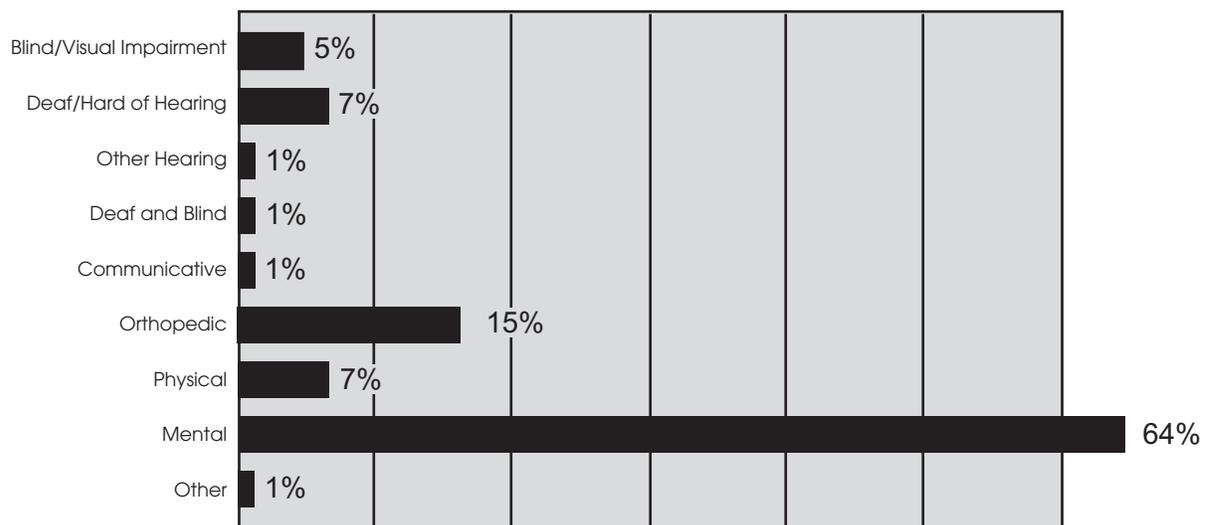


VOCATIONAL REHABILITATION PROGRAM

The mission of the Arizona Vocational Rehabilitation Program (VR) is to work with individuals with disabilities to achieve increased independence and/or gainful employment through the provision of comprehensive rehabilitative and employment support services in a partnership with all stakeholders. The VR Program provides a variety of specialized services to individuals who have physical, mental or emotional impairments that create barriers to employment and/or independent living. Eligibility for the VR program is determined by the following: an individual wants to become or remain economically independent through work; an individual's disability is serious enough to make it hard to get or keep a job; available services can help the individual get or keep a job; the VR Program is the only or best place to provide the individual with the help he or she may need.



Total Served by VR Services for SFY 2007: 20,917 (by disability)



VOCATIONAL REHABILITATION PROGRAM HIGHLIGHTS

Rehabilitation Services Administration Awards Ceremony

A celebration sponsored by the Rehabilitation Services Administration in Districts II and District VI and entitled “Annual Client and Employer Awards Ceremony” has been held for the last 19 years in the month of October to honor clients who have achieved employment and also recognizes outstanding employers. The recipients of the awards are nominated by Vocational Rehabilitation Program counselors who also wrote a paragraph noting the special accomplishments of the 46 clients that were honored this year. Clients being honored are asked to bring family and friends to the event and the celebration was kicked off with entertainment from a steel drum band from Tucson High School. Vendors that provide client services had display tables for attendees to browse and review exhibits. The guest speaker at the event was Ms. Wheelchair Arizona 2006 and she spoke briefly on breaking down the walls of social and attitudinal barriers. Several State of Arizona legislators were in attendance, read the client’s achievements, and presented a trophy to each client being recognized accompanied by a photo of the event. Eight employers were recognized as well, noting how they contributed in working with VR clients to enable them to become employed. Souvenir programs were available to all clients to take home which commemorated their achievement and provided information on the event.

RSA in District III took the opportunity to present both staff and clients with appreciation and recognition awards April 1, 2007 and May 1, 2007 as part of a staff meeting. An exceptional RSA staff member who had passed away unexpectedly, Annette Cross, was honored posthumously. Other RSA staff members were also recognized. A VR client with paraplegia was recognized for her efforts to become a teacher and her advocacy regarding significant contributions to policy and practice for individuals with disabilities at the college she attends. Another VR client who had suffered a significant stroke at the age of thirty three was recognized for achieving his employment goal in the field of technology. The meeting was held at the Prescott Resort and culminated in a cook out at the end of the second day.

Vocational Rehabilitation (VR) Consumer Satisfaction Survey

Survey results from the SFY2007 VR Consumer Satisfaction Survey showed 85.2% of respondents indicating that they were satisfied or very satisfied with the vocational rehabilitation services they received. This is an increase compared to last year’s 82.3%. Respondents averaged an 86.3% satisfaction rating overall regarding interaction with their VR Counselor regarding involvement with decisions and choices in their VR plan, listening to their needs and concerns, being informed of rights and responsibilities, providing counseling and guidance, and attentiveness to returning calls and emails. The last job obtained as a result of receiving VR services was the lowest area of satisfaction at 69.3%. Consumer open ended responses indicate that timeliness related to service provision aspects continues to cause frustration for consumers.

Navigator Grant

Arizona has completed the 4th year of the Department of Labor Disability Program Navigator Grant (DPN) during July 1, 2006 to June 30th 2007. The Arizona DPN program has exceeded all expectations from the original idea to hire individuals to assist in Comprehensive Workforce Investment One Stop Centers for improved services, education for staff, removal of barriers, systems change, resource building and increasing the participation of people with disabilities seeking jobs and services. The Navigator Grant has been approved for funding for a fifth year covering July 1, 2007 to September 30, 2008. Nationally, One Stop Centers have increased from thirty four to forty five states that currently have Navigator programs. The individuals employed as Navigators are involved in various public events such as disability expos and job fairs to assist and outreach to consumers on current assistive technology (AT), provide education about universal access, and staff resource areas to accommodate job seekers and employers who need support regarding alternative formats for employment documents. Navigators are also working with teams to improve resources for veterans, youth in transition, and specific disability groups including those individuals with mental health issues. Navigators are very knowledgeable about resources and also function as advocates for individuals with disabilities. Professional growth for those employed as Navigators has been significant, with three former Navigators now employed as Vocational Rehabilitation Program (VR) Counselors, and others finding professional jobs within the communities they serve. Ultimately, the provision of service integration has resulted in inclusion of all job seekers seeking services at the Comprehensive One Stop Centers. Arizona is hopeful that future funding will be made available to continue the program after the Reauthorization of the WIA occurs.

Self Employment

Self employment is an employment opportunity option to assist eligible individuals with disabilities to establish their own business. Vocational Rehabilitation clients interested in self employment attend small business training and develop complete, thorough business plans. All self employment business plans of \$2,500 or more are reviewed for approval by the Arizona Rehabilitation Services/Vocational Rehabilitation Program Self Employment Review Committee (SERC). Since the inception of the SERC in November of 2000, 82 business plans have been submitted with 68 of those plans being approved. The entire process of training, business plan development, and SERC review increase the chances for successful self employment.

2006 Transition Conference

The sixth annual Transition Conference entitled “Voices, Choices and Results: Youth in the Spotlight” was held at the Radisson Fort McDowell Resort on September 18th and 19th, 2006. The conference theme was reflective of the intra and interagency collaborative efforts to improve post-secondary outcomes for youth and young adults with disabilities in the areas of employment, education, training and adult living. Showcased during the conference were the many talents of youth and young adults with disabilities through the displays of youth’s creative artwork, entertainment performances, and youth participation as session presenters. Conference participants had the opportunity to attend their choice

of forty six break out sessions offered in order to hear from national speakers and local experts on youth and young adult empowerment, family voice, community partnerships, legal implications, accessing community resources, secure care, and assistive technology. In addition to informative, interesting break out sessions, many publishers, non-profit agencies and state agencies participated in the conference by bringing current, relevant resources to effective transition planning.

Arizona Industries for the Blind

Arizona Industries for the Blind (AIB) was established in 1952 to provide employment and training opportunities for individuals who are blind. AIB functions as a self-sustaining enterprise fund operating under the Javits-Wagner-O'Day Act. Employees of AIB have an uncompromising dedication to their work and to the quality of products and services provided to the federal government and U.S. Armed Forces. This results in jobs with competitive wages, benefits, and upward mobility. All employees receive competitive wages with full benefits, including major medical, dental, life insurance and retirement. AIB paid approximately \$1,908,966 in wages and benefits to 70 employees, who are blind, visually impaired, deaf-blind, and multiple disabled Arizonans during SFY2007.

During SFY 2007, AIB achieved total sales of \$17,394,963, representing a 20% increase compared to the prior year. AIB continues to pursue growth opportunities for employment and training in Document Conversion Services, Call Center Operations, and Warehousing & Distribution.

The AIB Rehabilitation Services Unit (RSU) has provided support services to the Rehabilitation Services Administration and the community as well as to 158 blind and visually impaired individuals. These individuals were provided with one or more of the following services: job placement, job retention, job search skills, labor market surveys, work site assessments, on-the-job training, work adjustment training and assessment, assistive technology training, custom produced turn key computer, and access technology systems. Along with this service provided to individuals, the AIB Rehabilitation Services Unit assisted employers and RSA providers with training and consultation statewide.

Business Enterprise Program

The Arizona Business Enterprise Program (BEP) trains and places qualified individuals who are legally blind as operators of food service operations, full service cafeterias, snack bars, gift shops and attended or unattended vending operations. During SFY2007, BEP has concentrated its efforts on improving the profitability of facilities, restructuring basic program functions, improving operator accountability through financial reviews of program facilities, and revising program policy. In addition to these activities, BEP has instituted a new six-month training program. Two new operators were initially trained and the program currently has four trainees participating in the training process. The program has worked on the development and plans to open two upscale non-cooking snack bars in the first quarter of 2008 which will be located at the Burton Barr Library in Central Phoenix and the Paradise Valley Community Center in Paradise Valley. BEP also plans to remodel the Department of Revenue cafeteria in December, 2007 and has installed new vending machines in several locations in SFY2007.



*Alan Strauss,
Council Chair*

*Carolyn Maciel,
Council Staff*

ARSA STATEWIDE DIRECTORY

Administrative Offices

RSA ADMINISTRATION

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Bertha Villegas-Kinney,
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Michael Scione,
Program Manager

DISTRICT II ADMIN

400 W. Congress St., Ste. 420
Tucson, AZ 85701-1363
(520) 628-6810
1-800-835-2100
TTY (520) 628-6864
Joyce Choate,
Program Manager

DISTRICT III ADMIN

1510 S. Riordan Ranch St.
Flagstaff, AZ 86001-6372
(928) 779-4147
Phil Clayton,
Program Manager

DISTRICT IV ADMIN

350 W. 16th St., Ste 309
Yuma, AZ 85364
(928) 539-3175
Daryl Long,
Program Manager

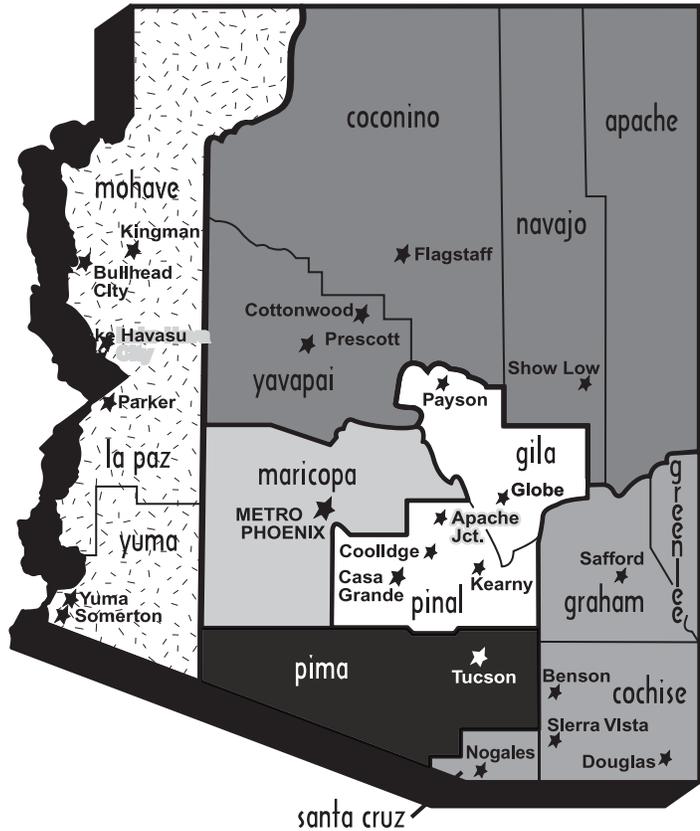
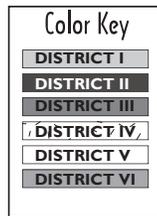
DISTRICT V & VI ADMIN

318 N. Florence St.
Casa Grande, Tucson, AZ
85222
(520) 836-0087
TTY (520) 426-3963
Brent Emery,
Acting Program Manager

District I Offices

W. HIGHLAND

103 W. Highland Ave., Ste 202
Phoenix, AZ 85013
(602) 274-0132



NORTH 16TH STREET

4620 N. 16th St., Ste B-106
Phoenix, AZ 85016-5148
(602) 266-9579
TTY: (602) 266-9579

GILBERT - TRANSITION

2328 W. Guadalupe Rd.
Bldg. 1
Gilbert, AZ 85233
(480) 820-5629

TEMPE

1270 E. Broadway Rd.
Ste 120
Tempe, AZ 85282
(480) 350-9746
TTY: (480) 350-9746

SURPRISE

11526 W. Bell Rd.
Surprise, AZ 85374
(602) 771-1850

SCOTTSDALE

10900 N. Scottsdale Rd.,
Ste 401
Scottsdale, AZ 85254
(480) 948-3819
TTY: (480) 948-3819

NORTH CENTRAL

3839 N. 3rd St., Ste 303
Phoenix, AZ 85012
(602) 266-4434
TTY: (602) 266-6716

GILBERT - EAST VALLEY

2328 W. Guadalupe Rd.,
Bldg #1
Gilbert, AZ 85233
(480) 926-5100

CHANDLER

2018 North Arizona Ave.,
Ste, D116
Chandler, AZ 85225
(480) 917-0493
TTY: (480) 899-5001

EAST INDIAN SCHOOL

1430 E. Indian School Rd.,
Ste 100
Phoenix, AZ 85014-4980
(602) 212-0068
TTY: (602) 255-5641

AVONDALE

290 E. LaCanada Blvd.
Avondale, AZ 85323
(623) 925-5200

TLAQUEPAQUE

4150 W. Peoria Ave., Ste 125
Phoenix, AZ 85029-3952
(602) 564-1812
TTY: (602) 548-0308

SOUTHWEST

4622 W. Indian School Rd.,
Ste D12
Phoenix, AZ 85031-2839
(623) 873-4310
TTY: (623) 873-4310

METROCENTER

10640 N. 28th Dr., B106
Phoenix, AZ 85029-4505
(602) 789-9129
TTY: (602) 789-9129

JUVENILE PROBATION

22 E. Mitchell, Ste 104
Phoenix, AZ 85012-2340
(602) 604-8835
TTY: (602) 604-8835

SOUTH PHOENIX

4411 S. 40th St., Bldg D,
Ste 12
Phoenix, AZ 85040-2950
(602) 470-1802
TTY: (602) 470-8056

District II Offices**NORTH STONE**

100 N. Stone, Ste 500B
Tucson, AZ 85701-1540
(520) 629-0225
TTY: (520) 388-9003

EASTSIDE

899 N. Wilmot Rd., Ste D3
Tucson, AZ 85711-1713
(520) 790-4715
TTY: (520) 790-4715 x 234

NORTHWEST

7225 North Mona Lisa Rd.
Ste. 202
Tucson, AZ 85741-2350
(520) 544-8618
TTY: (520) 575-0295

SOUTHSIDE

195 W. Irvington Rd.
Tucson, AZ 85714-3097
(520) 741-7188
TTY: (520) 889-6829

District III Offices**FLAGSTAFF**

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Flagstaff, AZ 86001-6372
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COCONINO WK FORCE

397 Malpais Ln., #9
Flagstaff, AZ 86001
(928) 774-4557

PAGE

679 S. Lake Powell Blvd.
Page, AZ 85040
(928) 645-8103

SHOWLOW

2500 E. Cooley, Ste 410
Showlow, AZ 85901-6025
(928) 532-4300

PRESCOTT

1555 Iron Springs Rd.,
Ste 11
Prescott, AZ 86302-1395
(928) 445-6432
TTY: (928) 445-6432

AZ WK FORCE CONN.

8128 E. Highway 69,
Ste 211
Prescott Valley, AZ 86314
(928) 445-5100

COTTONWOOD

1500 E. Cherry St., Ste H
Cottonwood, AZ 86326-3485
(928) 649-6800
TTY: (928) 649-6877

District IV Offices**YUMA**

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Yuma, AZ 85364-3658
(928) 329-9462
TTY: (928) 329-9553

KINGMAN

519 E. Beale St., Ste 130
Kingman, AZ 86401-5940
(928) 753-5105
TTY: (928) 753-5105

BULLHEAD CITY

2601 Highway 95
Bullhead City, AZ 86442-5047
(928) 704-7776
TTY: (928) 704-7713

HAVASU CITY

232 London Bridge Rd.
Lake Havasu City, AZ 86403
(928) 680-6007

District V**CASA GRANDE**

318 N. Florence St.
Casa Grande, AZ 85222-4423
(520) 836-6388
TTY: (520) 426-3963

COOLIDGE

1155 N. Arizona Blvd.
Coolidge, AZ 85228-3203
(520) 723-5351

APACHE JUNCTION

11518 E. Apache Trail,
Ste 110 & 111
Apache Junction, AZ 85220
(480) 983-0427
TTY: (480) 288-0697

GLOBE

605 S. 7th St.
Globe, AZ 85501-1405
(480) 425-3101

PAYSON

122 E. HWY 260, Ste 110
Payson, AZ 85541-4925
(928) 474-0784

District VI Offices**DOUGLAS**

1140 F Ave.
Douglas, AZ 85607
(520) 364-4446

BENSON

543 W. 4th St.
Benson, AZ 85602-6502
(520) 586-3520

SAFFORD

1938 W. Thatcher Blvd.
Safford, AZ 85546-3320
(928) 428-7700

SIERRA VISTA

820 E. Fry Blvd.
Sierra Vista, AZ 85635
(520) 459-6901

2981 East Tacoma St.
Sierra Vista, AZ 85635
(520) 459-7063

NOGALES

480 N. Grand Ave.
Nogales, AZ 85621-2734
(520) 287-6538
TTY: (520) 287-6538

One-Stop Offices**CITY OF PHOENIX**

9801 North 7th St.
Phoenix, AZ
(602) 861-0208
TTY: (602) 870-3118

MARICOPA COUNTY

9770 W. Peoria Ave.
Peoria, AZ 85345
(623) 372-4200

CITY OF PHOENIX

3406 N. 51st Ave.
Phoenix, AZ 85031
(623) 247-3304

GILBERT

735 N. Gilbert Rd., Ste. 134
Gilbert, AZ 85234
(480) 497-0350

TUCSON

100 N. Stone Ave. #500
Tucson, AZ 85701
(520) 620-6909

TUCSON

340 N. Commerce Park Loop
Tucson, AZ 85701
(520) 798-0527

KINO

2797 E. Ajo Way
Tucson, AZ 85713
(520) 243-6776

YUMA

3826 W. 16th St.
Yuma, AZ 85364
(928) 329-0990

MOHAVE

201 N. 4th St.
Kingman, AZ 86401
(928) 753-0723



Arizona Governor's State Rehabilitation Council

Site Code 930A
1789 W. Jefferson St.
Phoenix, AZ 85007
Phone: 1-800-563-1221 or (602) 364-1773
TTY: (602) 542-6049
FAX: (602) 542-3778
Email: cmaciel@azdes.gov
Web: www.azdes.gov/rsa/srac.asp



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 **Arizona Department of
Economic Security**

MIV-234 (12-07)